

4 STAGE 2: COMPLAINT TO THE COMPLAINTS AND STUDENT CONDUCT MANAGER

When an issue concerning service failure has not been resolved at local level to the satisfaction of the individual or group concerned, they may make a formal complaint to the Complaints and Student Conduct Manager. The complaint must be made in writing using the form provided for this purpose¹. If a complainant has not tried to resolve their complaint in the faculty or department concerned it will be referred to the relevant Dean or Head of support department for consideration.

Complaints to the Complaints and Student Conduct Manager must normally be made **within three months** of the event or decision concerned. The Complaints and Student Conduct Manager may dismiss complaints made after this time if in his/her absolute opinion the complaint is so lacking in substance that further consideration would not be justified. The Complaints and Student Conduct Manager Student Conduct Manager's decision is **final and not subject to review by any other University body**. The complainant may, however, be eligible to take their case to the Office of the Independent Adjudicator for Higher Education (see below paragraph **6: EXTERNAL REVIEW**).

4.1 Complainant's Responsibilities

All complaints to the Complaints and Student Conduct Manager must be made in writing on the form provided for this purpose. In making a formal complaint **a complainant has a responsibility** to:

- Seek resolution at local level first.
- Explain what steps they have taken to resolve their complaint at local level.
- Be clear, accurate and truthful in their explanation.
- Indicate what might be a satisfactory resolution for them.
- Respect the legal, regulatory, financial and other constraints placed on the University.

4.2 Complaints and Student Conduct Manager's Responsibilities

The Complaints and Student Conduct Manager acts as a point of contact for the complainant and tries to ensure a satisfactory resolution for all parties. The procedure is not prescriptive about the ways in which this should be achieved. Such flexibility is intended to encourage a wide range of non-adversarial routes to resolution.

The Complaints and Student Conduct Manager:

- Acknowledges receipt of each complaint (normally within two working days).
- Attempts to resolve or make a formal response to the complaint within 20 working days.
- Requests investigation by an appropriate senior manager.
- Keeps all parties informed of progress.
- Maintains a case file and auditable records.
- Advises the complainant of the proposed resolution.
- Informs the Director of Corporate Affairs of progress in cases which are sufficiently serious as to be brought to the attention of the Vice-Chancellor or the Pro Vice-Chancellor Student Experience.
- Provides management information for the University Executive, Deans, Heads of Support Departments.
- Provides an annual report on cases heard by the Complaints Committee to the Board of Governors.

¹ Forms can be downloaded from the University's website at <http://mle.dmu.ac.uk/regulations/complaints> or obtained from the Complaints and Student Conduct Manager, Department of Corporate Affairs, De Montfort University.